

ETS Communiqué

ENTERPRISE TECHNOLOGY SOLUTIONS

April 2013



City IT Governance Board Unveils Newsletter

CityGOV is the new IT Governance newsletter for the City of Cincinnati. As the eyes and ears of Citywide IT, the first issue of CityGOV reaffirms City Council's directive to develop the IT Governance structure. This Governance structure was charged with the task of ensuring efficient and effective use of City resources through consolidation and the leveraging of resources by standardizing IT City-Wide, using opportunities to leveraging IT economies of scale, and applying appropriate IT quality controls and securities.

The board met monthly in 2012 to vet several IT projects. The board approved multiple projects including ArcGIS Online, Communications Master Plan, Desktop Virtualization, Microsoft Office, Video Conferencing, Mobile Device Management, and Labor Distribution as enterprise solutions. You will find the status updates of these projects in the newsletter.

City Council also made a motion to consolidate technology units into central administration's IT department. The newsletter will contain the status of ongoing efforts like Server Consolidation, Enterprise Wide Security, Oracle Licensing, and CHRIS updates.

Please stay tuned for quarterly CityGOV editions and contact CityGOV at 352-CGOV(2468) or CityGOV@cincinnati-oh.gov for all your Governance needs!



Mission

To oversee all IT activity within the City of Cincinnati to ensure it is aligned with the IT goals and objectives of the City.

In January 2010, City Council directed the Administration to develop an IT Governance structure which includes City-Wide IT standardization, opportunities to leverage IT economies of scale, and appropriate IT quality controls and security across City Internet



Governance Administrators

Ron Zemites, PMO
Cheryl Lemons, PMO

Board Members

Margo Springs, Director of Enterprise Technology Solutions
Tony Parrott, Director of

Cloud Email Update

ETS is currently in the final stages of work with our implementation partner Sogeti and our cloud vendor Microsoft to migrate City email accounts to the cloud.



- To date, ETS has moved a total of **5,084 mailboxes**, which included **8.9 million items** surpassing **776 GB of data**. **All departments/mailboxes have been moved to the cloud.**
- ETS has reviewed the remaining 189 on-premise mailboxes which are no longer in use/needed. At this point there are no mailboxes left to move to the cloud. We will make a backup of the on-premise servers in the event we discover a future need for any of the remaining data.
- All .pst files, other than those remaining for GCWW/MSD, have been imported into Exchange Online. Total .pst moved **includes 10.9 million items** and over **1.2 TB of data**.
- Converted all Public Folders, shared mailboxes, generic mailboxes, and shared calendars to Exchange Online as requested by department IT liaisons and end-users.
- A total of 5,154 Exchange Online licenses are currently in use out of a total of 5,500 available.

For more information about this project including "How To" training and FAQs, please visit the city's [intranet website](#) or contact the [ETS Contact Center](#) at 352-HELP(4357).

Critical Email Component Created by our own Ross Peters

Hats off to Ross Peters of the ETS e-mail support team for his effort regarding a critical component related to the move to Exchange Online (cloud e-mail). Ross developed a specialized script that was used to locate and identify the thousands of e-mail personal archive files that existed on users' workstations and network drives. The script allowed the hosted e-mail project team and departmental IT support liaisons to accurately find critical e-mail data that had to be migrated to the cloud. Without Ross' creative effort, it would have taken many more hours to find and move e-mail archive files. Ross leveraged his many years of IT experience to come up with a simple but effective method to help curtail the costs associated with migrating e-mail to the cloud.



ETS Contact Center Stats

Here's an overview of ETS Contact Center activity year to date through March 2013.



| Contact Type | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec | YTD | AVG per Month |
|---------------------------------|------|------|------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|---------------|
| Telephone Calls | 811 | 755 | 604 | | | | | | | | | | 2,170 | 723 |
| Emails | 2888 | 2515 | 2932 | | | | | | | | | | 8,335 | 2,778 |
| Logged ETS CC Database Requests | 739 | 553 | 592 | | | | | | | | | | 1,884 | 628 |
| Phone Directory Change Requests | 73 | 36 | 47 | | | | | | | | | | 156 | 52 |

| Service Request Type | YTD | % |
|-----------------------------------------------------------------|-------------|-------------|
| Email | 405 | 21.50% |
| Telephone - Desk | 391 | 20.75% |
| Telephone - Mobile | 271 | 14.38% |
| Hardware and Software Purchases | 229 | 12.15% |
| Radio Network | 117 | 6.21% |
| PC Support, Hardware Repair (Printers, Scanners, etc), Training | 116 | 6.16% |
| CHRIS | 68 | 3.61% |
| Other | 64 | 3.40% |
| EGov Web | 47 | 2.49% |
| Citrix Remote Access | 41 | 2.18% |
| Metropolitan Area Network | 38 | 2.02% |
| Passwords Reset for all Systems | 21 | 1.11% |
| CFS/VSS | 20 | 1.06% |
| Fiber Network | 18 | 0.96% |
| CLEAR | 15 | 0.80% |
| IT security investigations | 7 | 0.37% |
| Datacenter needs | 5 | 0.27% |
| Application Development | 3 | 0.16% |
| Contact Center | 2 | 0.11% |
| Storage (SANS) | 2 | 0.11% |
| Consultation Business Development | 2 | 0.11% |
| CSR/Permits | 2 | 0.11% |
| Providing Anti-Virus | 0 | 0.00% |
| Providing Service Patches | 0 | 0.00% |
| TOTAL | 1884 | 100% |

You can reach the ETS Contact Center by-
 Phone: 352-HELP (4357)
 Email: etscontactcenter@cincinnati-oh.gov
 Web Form: [IT Service Request](#)

Contact Center team performs the following functions:

- City-wide IT Help Desk for enterprise systems
- Mobile technology support
- Telephone network administration
- ETS data center operations
- Telecom billing administration

ETS Contact Center team members:

- Perry Miler
- Tammy Sexton
- Pam Smith
- Tom Lyons
- John Ross
- Russ Hairston, Jr. (Co-Op)



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Mobile App News

MessageMe for Android

MessageMe is the fastest and most fun way to chat. Drop the need for SMS and exchange one-on-one or group text messages with your friends and family worldwide at absolutely no cost. All your favorite ways of connecting with those who are important to you are integrated directly into the app, so never waste time again sending YouTube videos, iTunes songs, voice recordings, emoticons and more. Additionally, express your creative side by drawing doodles directly on top of other pictures.



Artkive for Android

Never again feel guilty about throwing away artwork your kids bring home. Get rid of the clutter and start to enjoy your child's work. Turn your Artkive into a beautiful, high quality, book with little more than the touch of a button. Your kids will love flipping through their Artkives to see their creations and they make great gifts for grandparents and other loved ones.



Dashlane for Apple

Dashlane is an elegant and secure app that acts as a digital wallet backup, password manager, and more. It can automatically save info from when you make purchases online, so you don't have to keep track of them via email confirmations. The data that Dashlane stores remains encrypted until you unlock the app, and yet it manages to sync all your important information across multiple devices, including your iPhone. The app and service are free, although if you like Dashlane, you might consider upgrading your account to Premium to get even more functionality out of the app.



Remember the Milk for Apple

One of the draws of the to-do list maker Remember the Milk is that it works with Apple's Siri—on the iPhone 4S only. For earlier-generation phones, it's still a great little app for keeping your tasks organized. Remember The Milk also syncs with a bunch of major Web apps, such as Outlook, iCal, Gmail, and Google Calendar.

[Android App Help: Click Here](#)

[Apple App Issues: Click Here](#)

Kudos Corner 😊

ETS:

Please join me in extending a "high-five" to the cloud migration team -- and a special shout out to Richard Walker who is managing change across 3 of the City's Major 5 Enterprises simultaneously (Finance, Human Resources and Email) -- all following immediately after the launch of the new website which is a huge undertaking --- and his leadership role and that of his staff in these areas have not gone unrecognized. Though your name may not be singled out, we know that many of you personally assisted, thus I name all within the contact of the ETS Contact Center.

CRC:

"I wanted to take the time to share with you an example of one of our city employees going above and beyond her job duties. I have learned through many traumatic situations and experiences to compliment people for doing things right. Often, I witness people taking time to complain, but not taking the time to compliment. Well, this is a very big compliment to Pam Smith. Thank you for her training, knowledge, and customer service skills. I have been with Recreation for going on 25 years and had to get digital beepers and cell phones during that time, but never have I had someone help me and teach me operation of a cell phone like Pam Smith recently did."



Designed by Tia Brown